



LOUISVILLE METRO GOVERNMENT VOLUNTEER SERVICE HANDBOOK

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TABLE OF CONTENTS

Table of Contents	1
Statement from the Mayor	2
Receipt & Acknowledgement	3
Purpose, Vision & History	4
The Organization	4
Why Volunteer?	5
Roles and Responsibilities	5
Types of Volunteer Service	5
Value	5
Expectations	6
Policies & Procedures	6
Age	6
Background Investigations	6
Volunteer Registration	6
Volunteer and Worker's Compensation	6
Non-discrimination policy	6
Volunteer Identification	6
Confidentiality	7
Termination	7
Risk and Insurance	7
General Information	7
Ending a volunteer assignment	7
Registration Form	8/9
Agreement to Volunteer and Accept Worker's Compensation Benefit	10



**OFFICE OF THE MAYOR
LOUISVILLE, KENTUCKY**

JERRY E. ABRAMSON
MAYOR

Dear Volunteer:

The best thing about Louisville is the giving spirit of its residents. I'm not talking about giving money, but something even more precious; your time and your talent. We are lucky that people like you understand that for a community to be great, everyone needs to play a part.

I see the effort and the results day after day. I've been lucky to work alongside many of you cleaning up your neighborhoods. I've seen you help keep our city safe as champions of block watch groups. You've coached in our parks and painted our community centers. You've served meals to the elderly and helped our children by being foster grandparents.

We've developed this **Volunteer Metro Government Service Handbook** for you and for people like you who haven't yet volunteered but would like to do so. I look forward to working with you to continue making Louisville great.

Sincerely,
Jerry E. Abramson

WWW.LOUISVILLEKY.GOV

LOUISVILLE METRO HALL 527 WEST JEFFERSON STREET LOUISVILLE, KENTUCKY 40202 502.574.2003



Receipt and Acknowledgement of Louisville Metro Government Volunteer Service Handbook

The volunteer handbook is a reference guide to help you become more acquainted with Louisville Metro's volunteer program. This handbook is not the final word in all cases.

Please read the following statement and sign below to indicate your receipt and acknowledgment of Louisville Metro's Volunteer Program Handbook.

1. I have received and read a copy of Louisville Metro's Volunteer Program Handbook.
2. I understand that what is described in this handbook is subject to change at the discretion of the program at any time.
3. I understand that my volunteer services are terminable at will regardless of length of my volunteer service.
4. I am aware that during the course of my volunteering, confidential information may be made available to me. Therefore, I further understand that the confidential information must not be released within or outside the department's premises or property.
5. I acknowledge that my signature below indicates that I have read and understand the above statements and have received a copy of the handbook.

Volunteer Signature

Date

Volunteer Coordinator

Date

Louisville Metro Government Volunteer Service Handbook

PURPOSE:

The purpose of this handbook is to provide a general overview of Louisville/Jefferson County Metro Government and the policies and procedures that govern the involvement of individuals and groups in volunteer service to the City and its various agencies. City agencies may have additional policies and procedures which will be made available as part of the volunteer's orientation to that particular agency.

LOUISVILLE/JEFFERSON COUNTY METRO GOVERNMENT'S VISION:

Louisville is a strong, lively, safe, healthy and progressive community, an ideal hometown where new ideas flourish, quality of life is essential and people of all races, religions and ethnic backgrounds are treated with dignity and respect. Louisville is a place where education is paramount, economic opportunity abounds and families grow stronger together. Louisville values its diverse urban and suburban neighborhoods, unique historical and cultural assets and the beauty of its natural resources, including its river, forest and parks. Louisville's greatness ripples well beyond our borders, strengthening our region, our state and our nation.

A BRIEF HISTORY OF LOUISVILLE AND JEFFERSON COUNTY:

On January 6, 2003, Jefferson County and the City of Louisville merged to form a consolidated local government which serves a community of 700,000 residents and 386 square miles. Louisville and Jefferson County joined to become the 16th largest city in the United States -- the first city its size to merge in 30 years.

Louisville/Jefferson County Metro Government is empowered with all of the authority of the two previous local governments and includes an executive branch and a legislative branch. Its chief executive is a Mayor elected city-wide.

A legislative council, called the Metro Council, is composed of 26 members nominated and elected by district. It selects its president by a majority vote each year. All legislative powers of Metro Government are vested in the Metro Council.

THE ORGANIZATION:

The executive branch includes 12 departments that provide services to the public and maintain all operations of Louisville Metro Government. Those departments are:

- Public Protection
- Metro Police
- Economic Development
- Codes and Regulations
- Metro Parks and Recreation
- Housing and Family Services
- Public Health and Wellness
- Neighborhoods and Community Outreach
- Public Works and Assets
- Technology Services
- Finance and Administration
- Human Resources

Louisville Metro Government Volunteer Service Handbook

WHY VOLUNTEER:

- To be involved
- To make a difference
- To improve our city
- To help others
- To build your skills and knowledge
- To meet new people and make new friends
- To be a good citizen and resident

ROLES AND RESPONSIBILITIES

The Louisville Metro volunteer is an individual who willingly and freely offers services with no expectation of payment or other compensation. Volunteers are not employees of the City.

Volunteers may include but are not limited to the following:

1. Individuals and groups engaging in service opportunities defined by Louisville Metro Agencies
2. Students engaging in community or service-learning programs.

Volunteers must comply with the guidelines and procedures outlined in both the Louisville Metro Volunteer Handbook as well as the Agency Handbook for the site where they are providing service. They must abide by the same rules of conduct, ethical standards and confidentiality requirements that govern Louisville Metro employees.

TYPES OF VOLUNTEER SERVICE

Regular Volunteer Service.

Service activities on an on-going basis or for a set period of time.

Community/Service-Learning Service.

Service activities that may be required or assigned by educational, religious or civic organizations.

Special Event Volunteering.

One time, episodic, or done-in-a-day projects.

VALUE

Volunteers are integral to the overall operation of Metro Louisville. Enabling citizens to be involved actively with Louisville Metro increases public support and participation. Volunteers enhance existing programs and may begin new projects at minimal cost to taxpayers. They can provide service on a temporary basis or on long-term assignments.

Without the help of our current volunteers, the City would not be able to provide all its services. In an average year, seven Metro Louisville agencies use approximately 17,561 volunteers that contribute 333,457.5 hours of their time, talents and energies to Louisville Metro Government. Volunteers provided an estimated equivalent of over \$5,011,866.23 in support of programs and projects. Volunteers in Louisville Metro Make a difference!

Louisville Metro Government Volunteer Service Handbook

EXPECTATIONS

- Dependable – attendance, punctuality, completion of all required paperwork
- Cooperative in spirit
- Courteous and polite to staff and public
- Respectful of others
- Abide by guidelines and policies

POLICIES AND PROCEDURES

All volunteers must meet minimum qualifications for placement into any city-related assignment. The primary qualification for volunteer placement is the ability and suitability to perform a task on behalf of Louisville Metro.

Age Age The minimum age of a City volunteer is sixteen (16) unless accompanied by a supervisor or an adult, unless specified otherwise in federal and state laws or in the volunteer description.

Background Investigations.

Depending on the nature of the volunteer assignment and in accordance with federal, state, and local requirements, volunteers may be subject to criminal background checks and/or reference checks.

Volunteer Registration.

All volunteers must complete Louisville Metro volunteer registration forms associated with the type of service they are pursuing (short-term, ongoing, individual, group). Each Louisville Metro Agency may have additional required forms associated with their agency's utilization of volunteers. Volunteers will be made aware of such additional forms during the application process.

Volunteer and Worker's Compensation Form:

Louisville Metro provides Worker's Compensation for certain volunteers serving in specific capacities on behalf of Louisville Metro. Volunteers who qualify must complete an "Agreement to Volunteer and Accept Workers Compensation Benefits Form" prior to placement. Volunteers under the age of 18 must have the Form signed by a parent or legal guardian. Individuals engaging in service in lieu of fines or sentencing or those on work release from a correctional facility do not sign this Form. (See Subd. 4, B.)

Non-discrimination policy:

For all activities related to the recruitment and retention of volunteers, Metro Louisville does not discriminate on the basis of race, color, religion, sex or sexual orientation, national origin, disability, marital status, or political beliefs. Individuals requesting accommodation or accessibility information should contact the Volunteer Coordinator in the agency in which they desire to serve.

Volunteer Identification:

Volunteers should wear the Agency-issued identification name badge when appropriate while on assignment as a volunteer in the City. The name badge should be used only when volunteering for the City and at no other time.

Louisville Metro Government Volunteer Service Handbook

Confidentiality:

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they have access while serving as a volunteer including confidential information concerning personnel matters, members of the community, or related to Metro Louisville/Metro Louisville Agency. Volunteers may be asked to sign a Confidentiality Statement to this effect.

Termination:

A volunteer appointment may be terminated at any time at the City's sole discretion with or without cause. There is no appeal from the termination of a volunteer appointment.

Risk and Insurance:

Louisville Metro provides volunteers Worker's Compensation coverage for certain volunteer activities. In the event that a volunteer reports an injury, employee should follow the same procedures that apply when an employee reports an injury. Upon learning of any injury or accident, the responsible employee must notify the Agency Volunteer Coordinator or Agency Director's designee. Agencies are requested to follow the following guidelines related to volunteers:

Volunteers, Court-Referred workers, and Work Release workers are strictly prohibited from operating Louisville Metro vehicles, except for Police Department Volunteers under a pre-approved policy.

Agencies are responsible for directing and monitoring volunteers' and court-referred and work release workers' activities on site.

Volunteers must not be allowed to handle any Louisville Metro monies. They may assist in set-up at venues but all money must be collected by the Louisville Metro employee(s) on duty.

General Information

- www.louisvilleky.gov/GetInvolved

Ending a Volunteer Assignment

A volunteer assignment may end when the project is complete, when the volunteer has completed the specific time commitment, or when the volunteer, for any reason, must end his/her service. Any volunteer who does not adhere to the policies and procedures of Louisville Metro or who fails to satisfactorily perform their volunteer assignment is subject to dismissal. A volunteer may be terminated at any time by the City with or without cause. There is no appeal from the termination of a volunteer appointment.



Registration Form

Thank you for your interest in volunteering with Louisville Metro Government. The information on this registration form will enable us to find the most fulfilling and gratifying volunteer service for you.

Personal Information:

(Please Print)

Date: _____

Name: _____

Address: _____

Day Phone: _____ Evening Phone: _____ Cell Phone: _____

Email Address: _____

Date of Birth: _____ T-Shirt Size: _____

Department which you are interested in volunteering: _____

What day and time are you available? _____

Have you previously volunteered with Louisville Metro Government? _____

If so, what department and position/activities? _____

Hobbies/Skills: _____

Emergency Contact Information

Name: _____

Address: _____

Phone Number: _____

References:

Please list two references (other than family)

Name: _____

Address: _____

Day Phone: _____ Evening Phone: _____ Cell Phone: _____

Email Address: _____

Relationship to volunteer: _____

Name: _____

Address: _____

Day Phone: _____ Evening Phone: _____ Cell Phone: _____

Email Address: _____

Relationship to volunteer: _____

Background Information:

Depending on the nature of the volunteer assignment and in accordance with federal, state, and local requirements, volunteers may be subject to criminal background checks and/or reference checks.

Do you have charges pending or have you admitted guilt or been found guilty included Deferred Adjudication of committing any felony or misdemeanor? (This includes offenses for which probation was granted and DUI. Exclude minor traffic violations.) _____

If your answer is “yes”, explain in the space provided, giving the dates and nature of the offense, the name and location of the court and the disposition of the case. A criminal record does not constitute an automatic bar to volunteer placement, but will be considered in terms of the volunteer work to be performed.



Louisville Metro Government
Agreement to Volunteer
And Accept Worker's Compensation Benefits

Louisville/Jefferson County Metro Government ("Metro Government") and
_____ (**"Volunteer"**) agree as follows regarding volunteering and
acceptance of Workers' Compensation coverage:

- 1) Volunteer agrees to perform volunteer services as directed by Metro Government and to follow Metro policies and procedures.
- 2) Metro Government agrees to provide Workers' Compensation coverage to the Volunteer pursuant to the Kentucky Workers' Compensation Act (KRS 342, *et seq.*), for any injuries sustained during any authorized volunteer services performed on behalf of Metro Government. Metro will pay for all medical expenses incurred by Volunteer for covered injuries, with no applicable deductible or co-payments by Volunteer, in exchange for receiving voluntary services.
- 3) Volunteer accepts the coverage of the Workers' Compensation Act as the sole remedy for any damages he/she suffers from any and all services performed for the Louisville/Jefferson County Metro Government and agrees not to seek any damages not covered by the Workers Compensation Act, in exchange for being provided this free coverage.

Louisville/Jefferson County Metro Government Department: _____

Supervisor: _____

Volunteer – Signature: _____

Volunteer Name – Print: _____

Address: _____

Date: _____

For Volunteers under Age 18: Age of Volunteer: _____

If the Volunteer is under the age of 18 years, his or her parent must sign below.

Parent or Guardian Signature: _____

Parent or Guardian Name-Print: _____